

WORK PLAN**FROM: 7/01/05 TO 6/30/06****INFORMATION AND REFERRAL****CONTRACTOR NAME: Council of Community Services****APPENDIX C****Goal #1: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Collect, maintain and disseminate resource data**Objective #1:** To provide comprehensive information and referral services**Desired Results:** The I&R database will contain accurate, legitimate, up-to-date and comprehensive human services information

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Enter new public, private and faith-based human service resources into the I&R database.	Roanoke Contractor & Subcontractors	Add new resources in the Statewide database in the contract year to equal 2% of the number of resources in database as of 07/01/05	07/01/05	06/30/06
2. Utilize technology, such as the Web site, listserv, fax, and e-mail to collect human service information.	Roanoke Contractor & Subcontractors	Increase the number of resources and/or updates secured electronically by 5% or 700 within the contract year. Resources listed or desiring to be listed in the database have the option of submitting their information electronically.	07/01/05	06/30/06
3. Maintain a database of statewide resources on the Web.	Roanoke Contractor & Subcontractors	Export data to Statewide Web site once per month.	07/01/05	10/31/05 11/30/05 12/31/05 01/31/06 02/29/06 03/31/06 04/30/06 05/31/06 06/30/06 07/31/06
4. Update resources in each of the regional databases.	Roanoke Contractor & Subcontractors	Survey 100% of the resources in the regional database within the contract year.	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
5. Regional I&R Subcontractors provide current data to each regional subcontractor and other partners/satellite offices.	Roanoke Contractor & Subcontractors	Export resources to I&R Regional Centers and partner/satellite offices on quarterly basis.	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06

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Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
6. Promote the use of the Statewide Web site.	Roanoke Contractor & Subcontractors	Increase number of visits per year by 5% or 849 additional visits within the contract year.	07/01/05	06/30/06
7. Designate a regional Database Coordinator.	Roanoke Contractor & Subcontractors	Provide notification to Sole Source Contractor when position is filled or if it becomes vacant.	07/01/05	06/30/06
8. All eligible staff to be Certified Information & Referral Specialists (CIRS) or Certified Resource Specialists (CRS).	Roanoke Contractor & Subcontractors	Maintain a copy of the Certified Information & Referral Specialists or Certified Resource Specialists on file with sole source contractor.	07/01/05	06/30/06
9. Maintain a regional plan for I&R in times of disaster.	Roanoke Contractor & Subcontractors	Maintain a copy of each regional center's Disaster Plan on file with Sole Source Contractor.	07/01/05	06/30/06

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Goal #2: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Provide citizen access to information about resources throughout the Commonwealth

Objective #1: To increase access to information on services through the use of technology for the residents of the Commonwealth

Desired Results: The number of visits on the Statewide web site and the customer call rate of the Statewide Human Services Information and Referral System in Virginia will increase.

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Provide professional Information & Referral services via toll-free telephone access and Internet.	Roanoke Contractor & Subcontractors	Submit 4 quarterly reports	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
2. Use IRis 3.0 software for maintenance of caller contact and resource information.	Roanoke Contractor & Subcontractors	Generate customized reports from IRis quarterly and as requested. If IRis 3.0 software is not utilized for contacts information the statistical data will be submitted in a pre-approved format.	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
3. Increase awareness of Information & Referral services through distribution of promotional materials.	Roanoke Contractor & Subcontractors	Increase the number of promotional items distributed by 10% or 1,100 within the contract year	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
4. Maintain a current subscription to the AIRS InfoLine Taxonomy	Roanoke Contractor & Subcontractors	Maintain a copy of regional subscription renewals with Sole Source Contractor	07/01/05	06/30/06
5. Changes to the Taxonomy will be reviewed by the Database Users Group (DBUG) twice a year.	Roanoke Contractor & Subcontractors	Enter terms to be used or revised into regional databases	07/01/05	10/31/05 04/30/06
6. Strive to convert to a Voice Over Internet Protocol (VoIP) system statewide in an effort to eliminate long distance charges.	Roanoke Contractor & Subcontractors	Provide notification to VDSS when transition to VoIP is made	07/01/05	10/31/05

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Goal #3: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: Assist in planning functions by providing selected data to the Virginia Department of Social Services on a regular basis

Objective #1: Provide data for the Commonwealth as requested by the Virginia Department of Social Services to identify trends in customer needs

Desired Results: Decision-makers will have a better understanding of the needs of the clients and the clients will have an advocate for their needs in the Commonwealth

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Gather statewide statistics about I&R requests for services, including but not limited to, Type of Call, Problems/Needs, Unmet Needs, Customer Satisfaction and Follow-Up	Roanoke Contractor & Subcontractors	Provide statistical data on Type of Call, Problems/Needs, Unmet Needs, Customer Satisfaction and Follow-Up in quarterly report	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
2. Conduct follow-up on requests for assistance.	Roanoke Contractor & Subcontractors	Follow-up on 3% of advocacy and eligible referral calls within the contract year	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
3. Submit quarterly reports to VDSS about I&R activities.	Roanoke Contractor	Submit 4 quarterly reports	07/01/05 10/01/05 01/01/06 04/01/06	10/31/05 01/31/06 04/30/06 07/31/06
4. Roanoke Contractor will convene a retreat for regional directors, Database Coordinators and Database User Group members to address issues related to data collection and reporting.	Roanoke Contractor & Subcontractors	Submit documentation within 30 days of the event and included in the Quarterly Report	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06

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Goal #4: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Provide data to public and private agencies other than the Virginia Department of Social Services on a contractual basis

Objective #1: Provide data for the Commonwealth as requested by public and private agencies to identify trends in customer needs

Desired Results: Increased utilization of the Statewide I&R System by other State Departments under fee for service contracts

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Conduct an audit of the statewide I&R database to identify duplicate and missing resource information.	Roanoke Contractor	Submit status of contract	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
2. Fulfill requirements of contracts and MOUs with state agencies (Dept. of Health, Dept. of Mental Health, Retardation, Substance Abuse, etc.).	Roanoke Contractor & Subcontractors	Submit status of contracts and/or MOUs in a quarterly Liaison Report	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06

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Goal #5: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Cooperate with the state administering agency

Objective #1: To strengthen the Statewide Human Services Information and Referral System

Desired Results: The Statewide Human Service Information and Referral System will function as a single seamless Statewide System

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Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
5. Attend annual AIRS conference.	Roanoke Contractor & Subcontractors	Provide funding for mandatory attendance for one representative from each regional center to attend the AIRS Conference	05/01/06	06/04/06-06/07/06
6. Regional centers will meet AIRS Accreditation Standards	Roanoke Contractor & Subcontractors	Submit 2-1-1 Implementation Assessment forms	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
7. The Northern Virginia Subcontractor will work with regional partners (local government and non-profit), VAIRS, the Sole Source Contractor, United Ways and others in the National Capital Area and Virginia to plan for 2-1-1 implementation and to identify a regional 2-1-1 center/subcontractor.	Northern Virginia Subcontractor	Provide quarterly regional status reports to Sole Source Contractor	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06

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Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Solicit other local funding resources (United Way, private foundations, etc.)	Roanoke Contractor & Subcontractors	Submit 4 solicitations within the contract year	07/01/05	06/30/06
2. Explore contract opportunities between the Statewide I&R System, agencies listed under the Secretariat and other statewide organizations.	Roanoke Contractor & Subcontractors	Document status of contracts in Liaison Report to be submitted quarterly	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06

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Goal #7: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: Maintain effective relationships between the system, state, local agencies and public and private organizations

Objective #1: To position the Information and Referral System as part of an improved structure to deliver human services

Desired Results: Expanded role of information and referral providers in delivering human services effectively and efficiently

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Obtain and/or maintain signed agreements with local and regional agencies when beneficial to the Statewide System.	Roanoke Contractor & Subcontractors	Document status of MOUs/Contracts in quarterly report	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
2. Explore the use of toll-free I&R telephone number with state, regional and local agencies.	Roanoke Contractor & Subcontractors	Secure or maintain 4 agreements within the contract year for use of the I&R toll-free telephone number	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
3. Attend community meetings and participate in outreach events to promote I&R services.	Roanoke Contractor & Subcontractors	Report on 20 outreach activities within the contract year	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
4. VDSS/CCS will meet quarterly either in person or by conference call	Roanoke Contractor	Submit copies of minutes to VDSS within 30 days	07/01/05	08/04/05 11/03/05 02/02/06 05/04/06
5. Compile an Annual Report for the Statewide Information & Referral System.	Roanoke Contractor & Subcontractors	Submit Annual Report to VDSS	07/01/05	07/30/06
6. Upload Annual Report to Statewide Web site	Roanoke Contractor	Upload Annual Report to the Statewide Web site	07/01/05	07/31/06

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Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
7. Continue work towards statewide implementation of 2-1-1	Roanoke Contractor & Subcontractors	Roll-out and implementation of 2-1-1: Southwestern Virginia region Central Virginia region Tidewater Virginia region Richmond Northwestern Virginia region Northern Virginia region *Implementation of 2-1-1 is funding and personnel contingent	07/01/05	06/30/06 10/31/05 10/31/05 01/03/06 01/31/06 03/31/06 06/30/06

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Goal #8: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: When feasible and appropriate and within the limits of available funds, establish satellite offices or develop cooperative agreements with the local information and referral groups and resource and referral groups that can assist the regional providers in performing their duties and responsibilities

Objective #1: To position the Information and Referral System as part of an improved structure to deliver human services

Desired Results: Expanded role of information and referral providers in delivering human services effectively and efficiently

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Obtain and/or maintain signed agreements with local and regional agencies necessary to meet 2-1-1 Accreditation standards.	Roanoke Contractor & Subcontractors	Document status of MOUs/Contracts and submit to VDSS	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06
2. Solicit additional funds for regional I&R/2-1-1 efforts.	Roanoke Contractor & Subcontractors	Submit 4 solicitations within the contract year. Provide documentation as to place in process on a quarterly basis.	07/01/05	10/31/05 01/31/06 04/30/06 07/31/06